

# Rapid Re-Housing Training

Anna Blasco  
January 6, 2016



National Alliance to  
**END HOMELESSNESS**

# Agenda

Welcome and Introductions

Rapid Re-Housing Role Play

Rapid Re-Housing Overview

Rapid Re-Housing Core Components

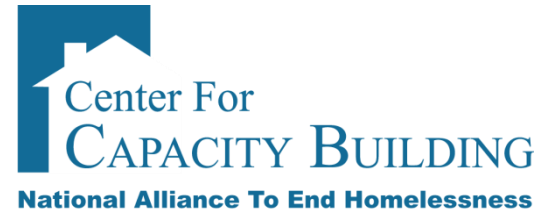
- Housing Identification
- Rent and Move-In Assistance
- Rapid Re-Housing Case Management and Services

Program Design

Systemic Rapid Re-housing

Next Steps





The National Alliance to End Homelessness is the leading national voice on the issue of homelessness. The Alliance analyzes policy and develops pragmatic, effective policy solutions. The Alliance works collaboratively with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve their goal of ending homelessness. The Alliance provides data and research to policymakers and elected officials in order to inform policy debates and educate the public and opinion leaders nationwide.

Working with a strong network of innovators, the National Alliance to End Homelessness identifies and evaluates hundreds of policy and program strategies and their impact on homelessness. The Alliance's Center for Capacity Building helps communities replicate and customize the best of those strategies. The Center focuses on strategies that are cost effective, data driven, and can be implemented at a scale that can significantly reduce homelessness.

# Welcome and Introductions

- Name, Title, Role
- Complete these sentences:
  - “One concern/question I have about rapid re-housing is...”
  - “The challenge for our community in implementing rapid re-housing is...”

# Activity

Rapid Re-Housing Simulation Game

# Rapid Re-Housing Simulation

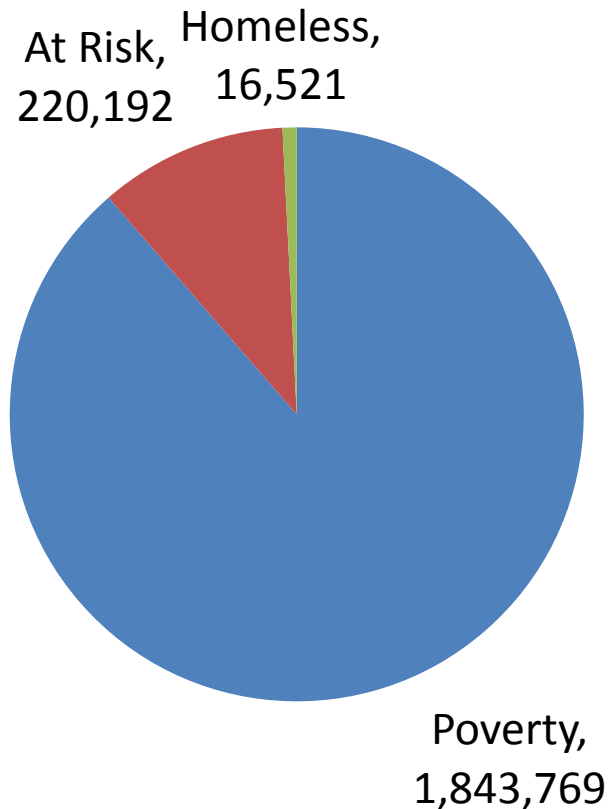
- Randomly take a role packet
- Read role to yourself
- Simulation begins with Step 3 on your instructions
- Interviews are timed (5 minutes)
- When all interviews are done, Observer compiles all of the scores and reports back.

Break



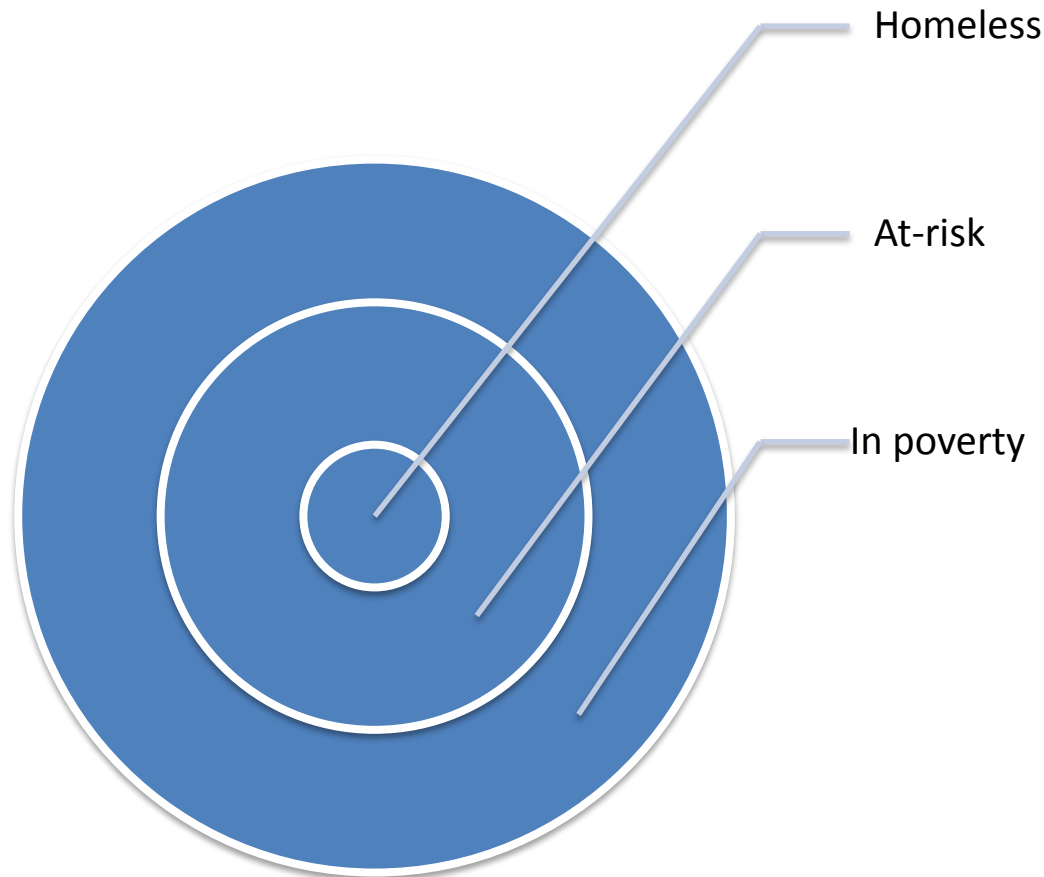


# Homelessness and Poverty in Georgia



[Source: 2014 State of Homelessness in America](#)

# Homelessness and Poverty in Georgia



# Rapid Re-Housing Overview

# HEARTH Act

- **HEARTH Act Goal:** 30 days or less from homelessness into permanent housing
- **Reality:** Housing location and placement process should begin immediately after assessment and prevention and diversion have been eliminated

# What does rapid re-housing mean?

- **Rapid:** (Adj.) Moving, acting, or occurring at great speed
- **Re-Housing:** (Verb) Provide (someone) with new housing
- **Rapid Re-Housing:** An intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing

# Why Rapid Re-Housing?

- **Housing First:** People experiencing homelessness deserve housing first without preconditions.
- **Maslow's Hierarchy of Needs:** Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other, “higher,” needs.
- **Crisis/Stress Biology:** The neurohormones related during stress drive people to unconsciously prioritize short term rewards.

Marge Wherley, ABT Associates, NAEH Conference, New Orleans 2014

# Why Rapid Re-Housing?

- Reduced length of shelter stays frees up crisis beds for others in need
- Reduces the negative impacts of long-term homelessness
- Improves household outcomes

**HOUSED PEOPLE  
ARE NOT HOMELESS**

“

I was told my kids would have a really hard time adjusting to apartment life and a new neighborhood and it would be better for them if we stayed [in shelter]. And I believed that for a long time until I realized how crazy that thinking is. Now look at my kids – they never smiled like that once the entire two years we were in shelter.



# Provider Prospective

## Rapid Re-Housing is Beautiful!

- Many funding sources can fit into a RRH lineup
- We can serve waaaaayyy more households with RRH
- Every household can benefit from RRH
- Shelters become a place where people work on housing, not figure out how to be homeless
- A focus on housing provides hope
- Households getting housed quickly with a very light touch frees up staff and financial resources to be used on those who need more support

-Melanie Zamora, The Road Home, Salt Lake City, UT, NAEH 2015 DC Conference

# Things to Keep in Mind

- Households experiencing homelessness are not significantly different than other poor households
- Majority experience homelessness due to a financial or other crisis
- Prolonged exposure to homelessness has a significant negative impact on adults and children

# Is rapid re-housing for everyone?

- Hard to tell who will and will not be successful
- No assessment for client resiliency
- Not a one size fits all program
- Progressive engagement

# Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-Housing Case Management and Services

# Outcomes of HPRP



Exited shelter 3.2 months faster than those referred to rapid re-housing but did not enroll



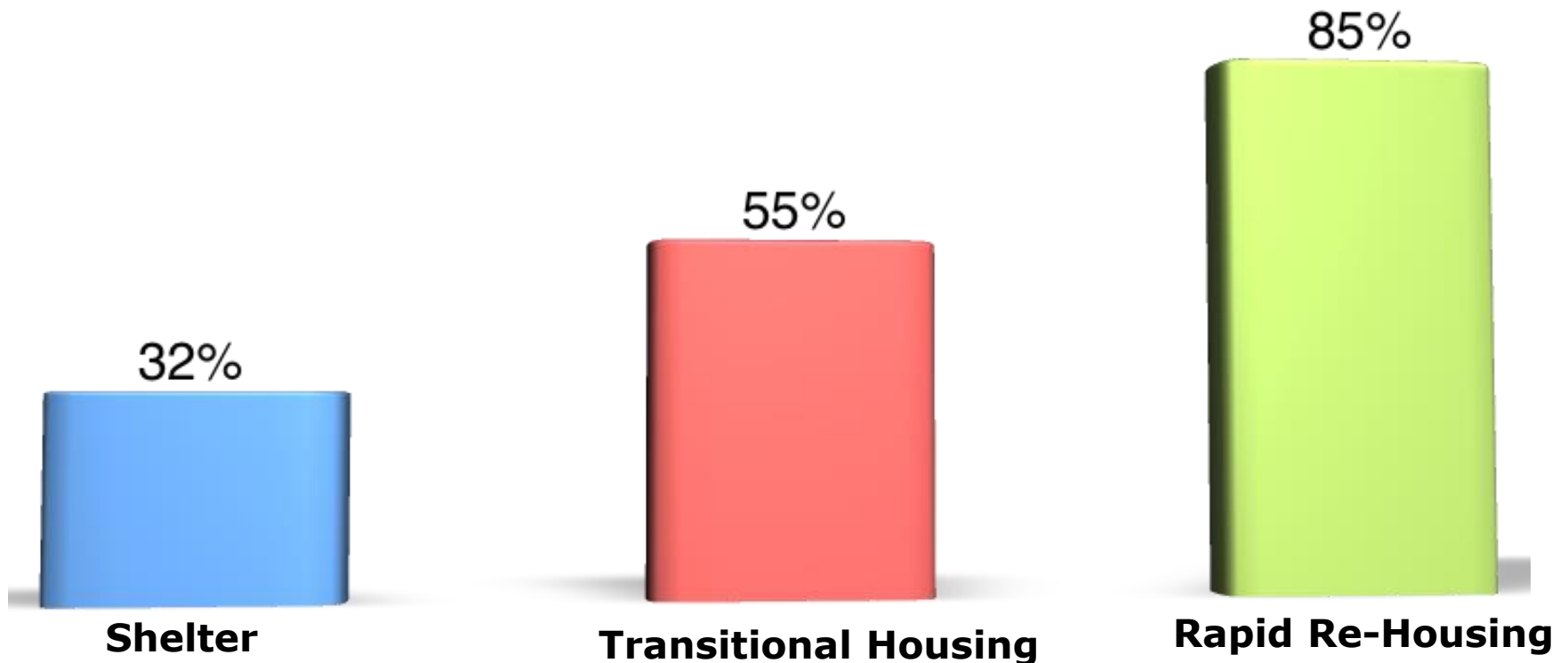
Incomes 10 percent higher than usual care



5 families rapidly re-housed with what it costs via transitional housing (6k per family vs. 32k)

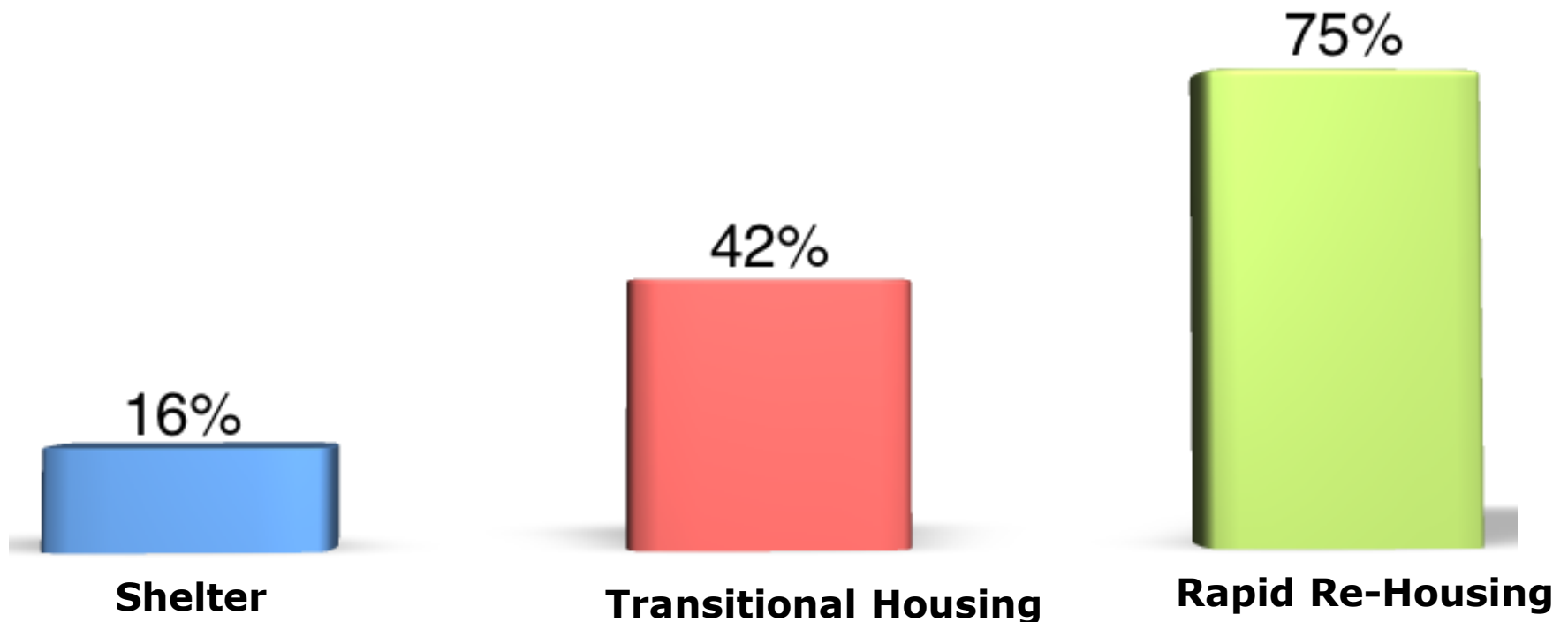
[Source: Family Options Study](#)

# Average Rate of Exits to PH Families



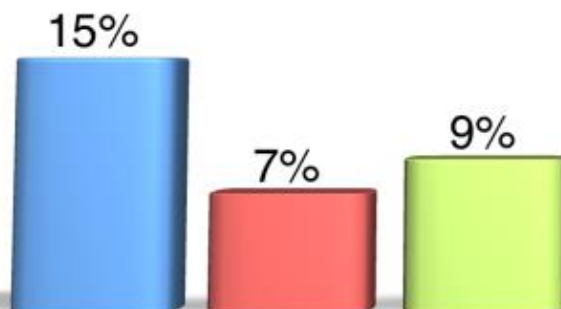
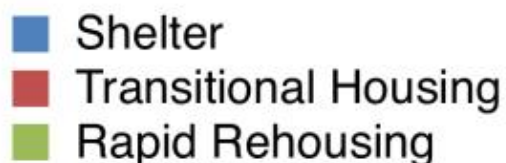
Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012

# Average Rate of Exits to PH Singles

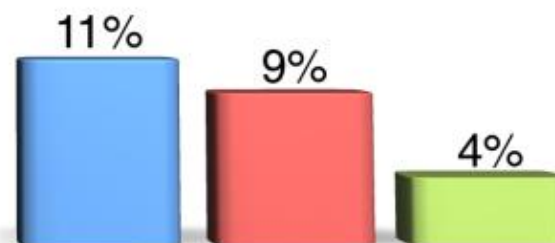


Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012

# Rate of Return within 12 Months



**Singles**



**People in Families  
with Children**

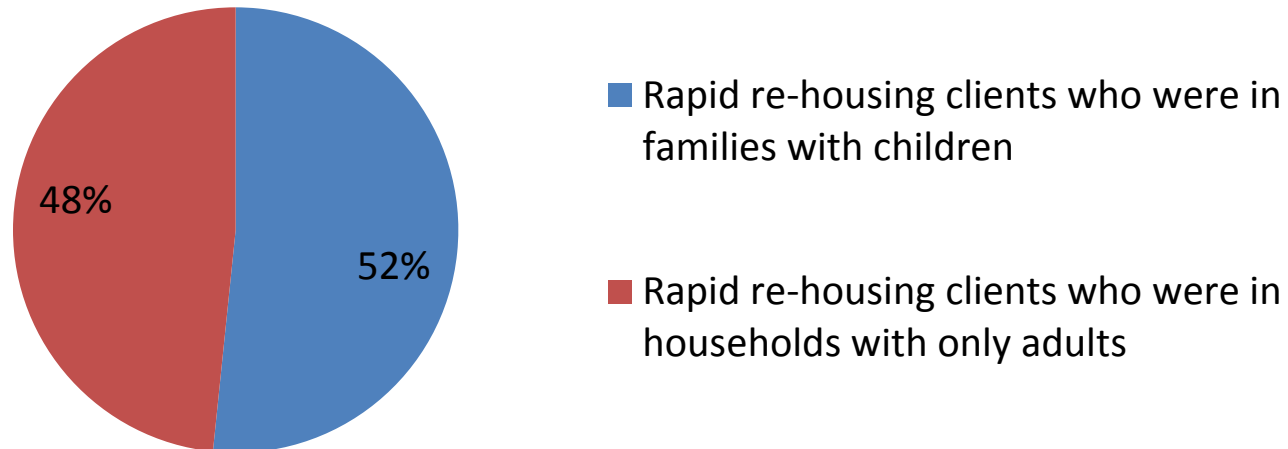
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# Georgia ESG Rapid Re-Housing

In SFY 2015

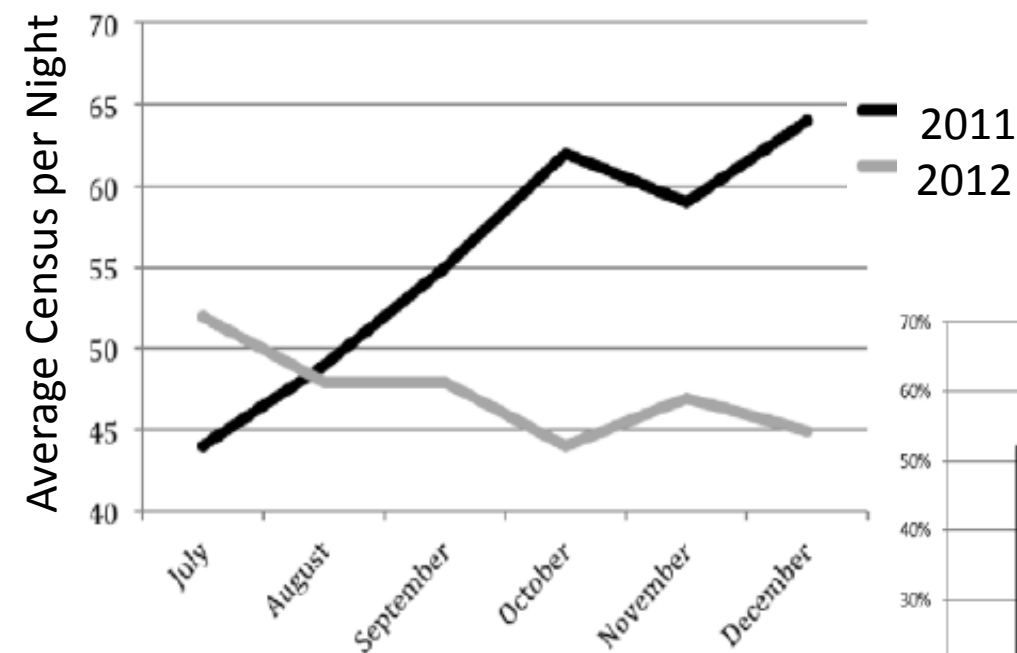
- 90.18% exited to permanent housing
- 89.6% do not return to homelessness



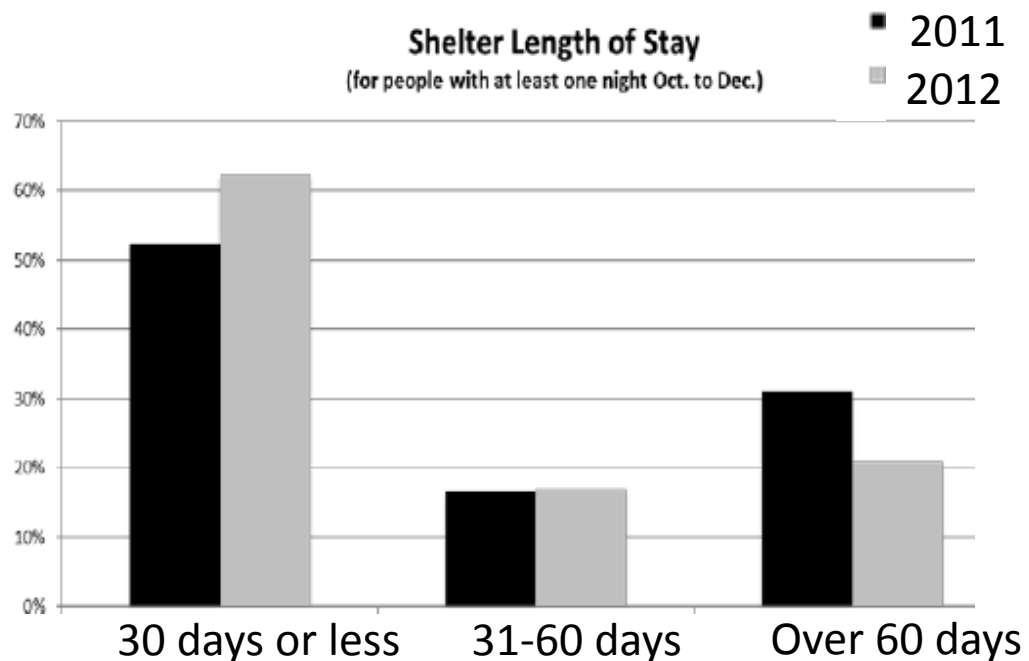
# Reducing Length of Shelter Stays

## New London, CT

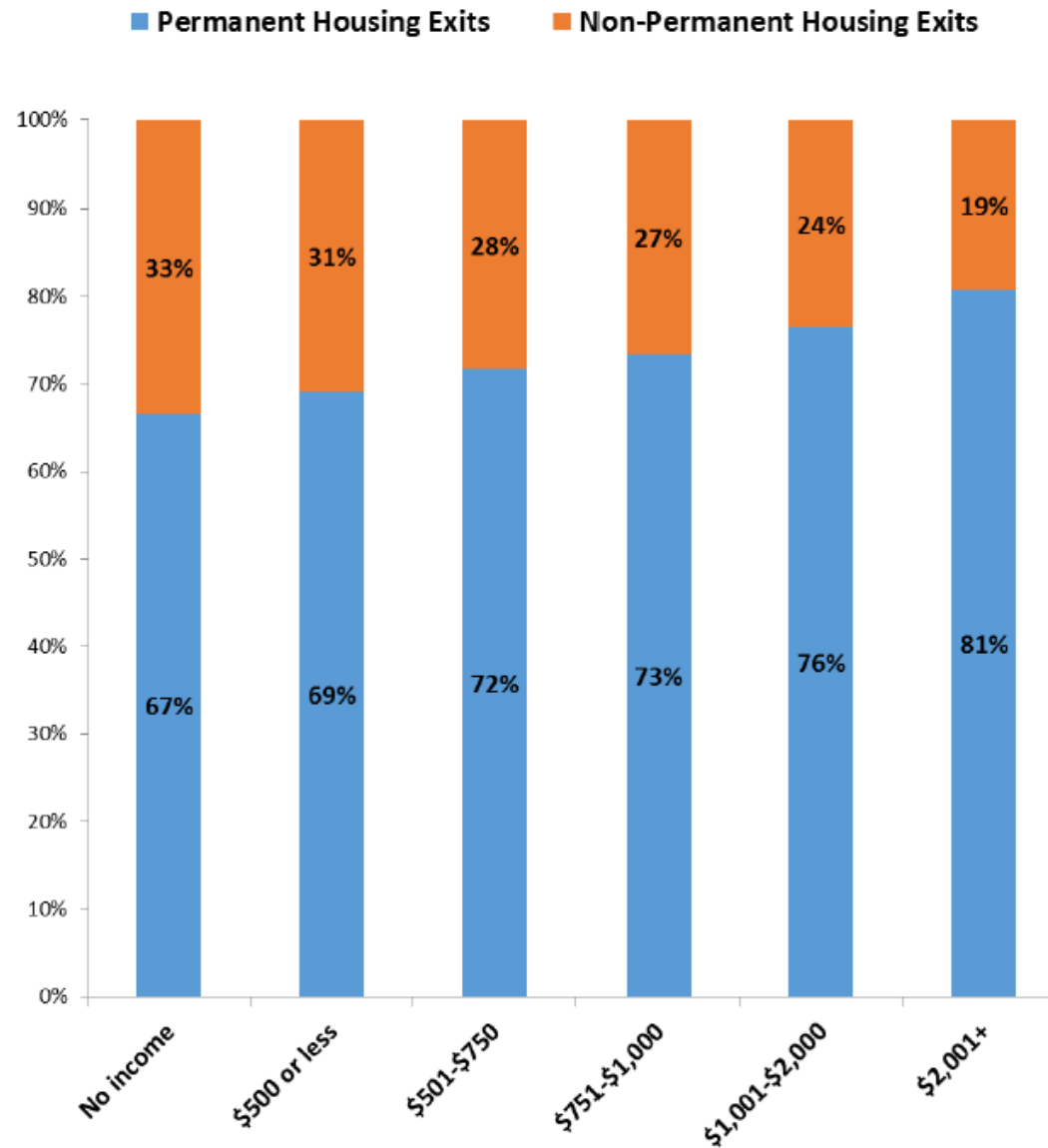
### Average Nightly Shelter Census



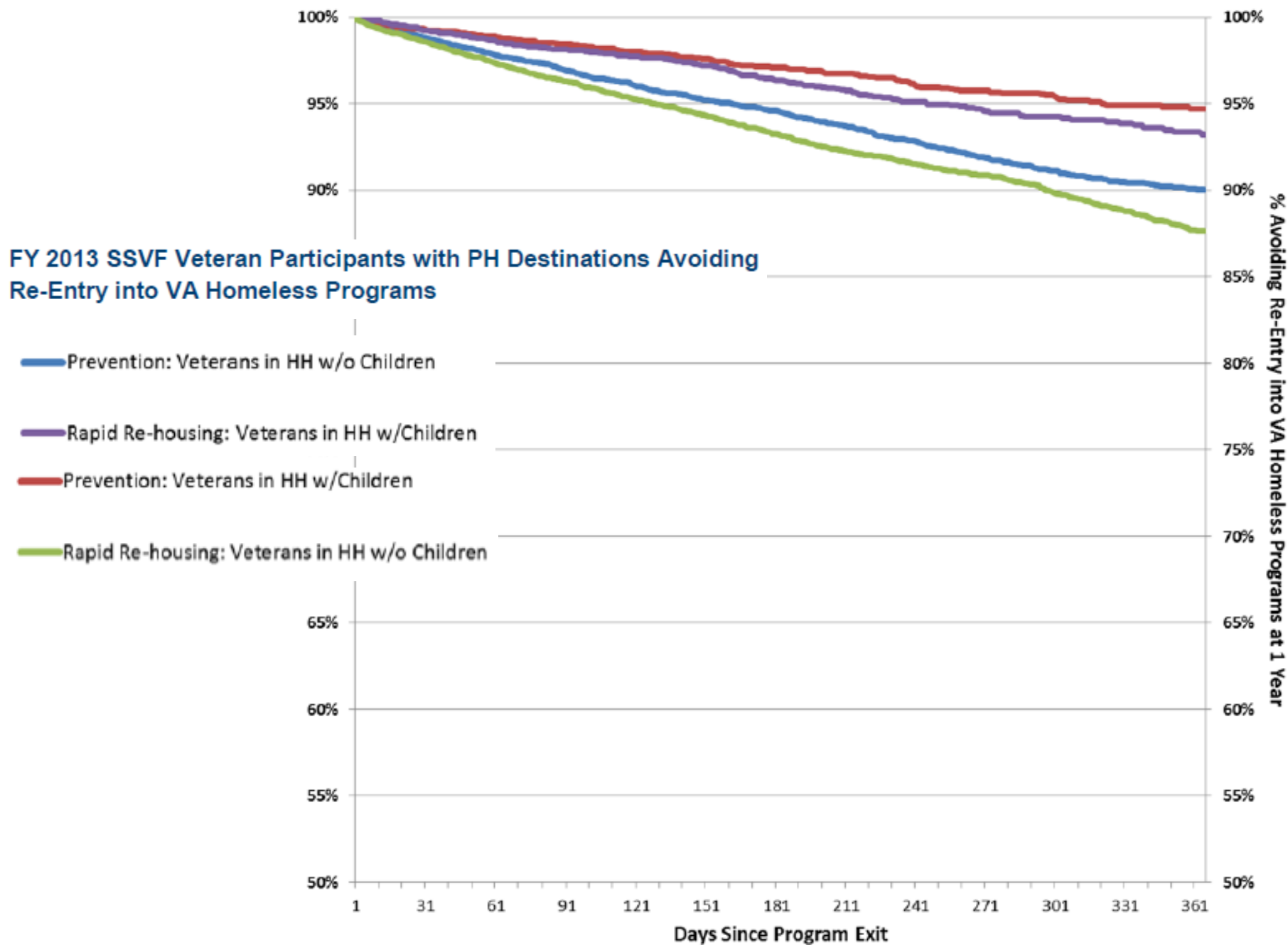
### Shelter Length of Stay (for people with at least one night Oct. to Dec.)



**Exhibit 22: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding VASH Exits, FY 2014<sup>35</sup>**



n= 42,498



# Length of Homelessness Impact on Children

Young children who experience homelessness for greater than six months were significantly more likely to be at risk for:

- developmental delays;
- fair or poor health;
- hospitalizations ;
- Overweight;

compared to children who were never homeless or only homeless for less than six months.



**Rapid Re-Housing (RRH)**  
**ends homelessness** for  
families and individuals.

# RRH HELPS



## **FIND** HOUSING

Help people quickly find housing within one month or less.

## **PAY** FOR HOUSING

Help people pay for housing short term; longer-term help an option.

## **STAY** IN HOUSING

Help access services so people can stay in housing.

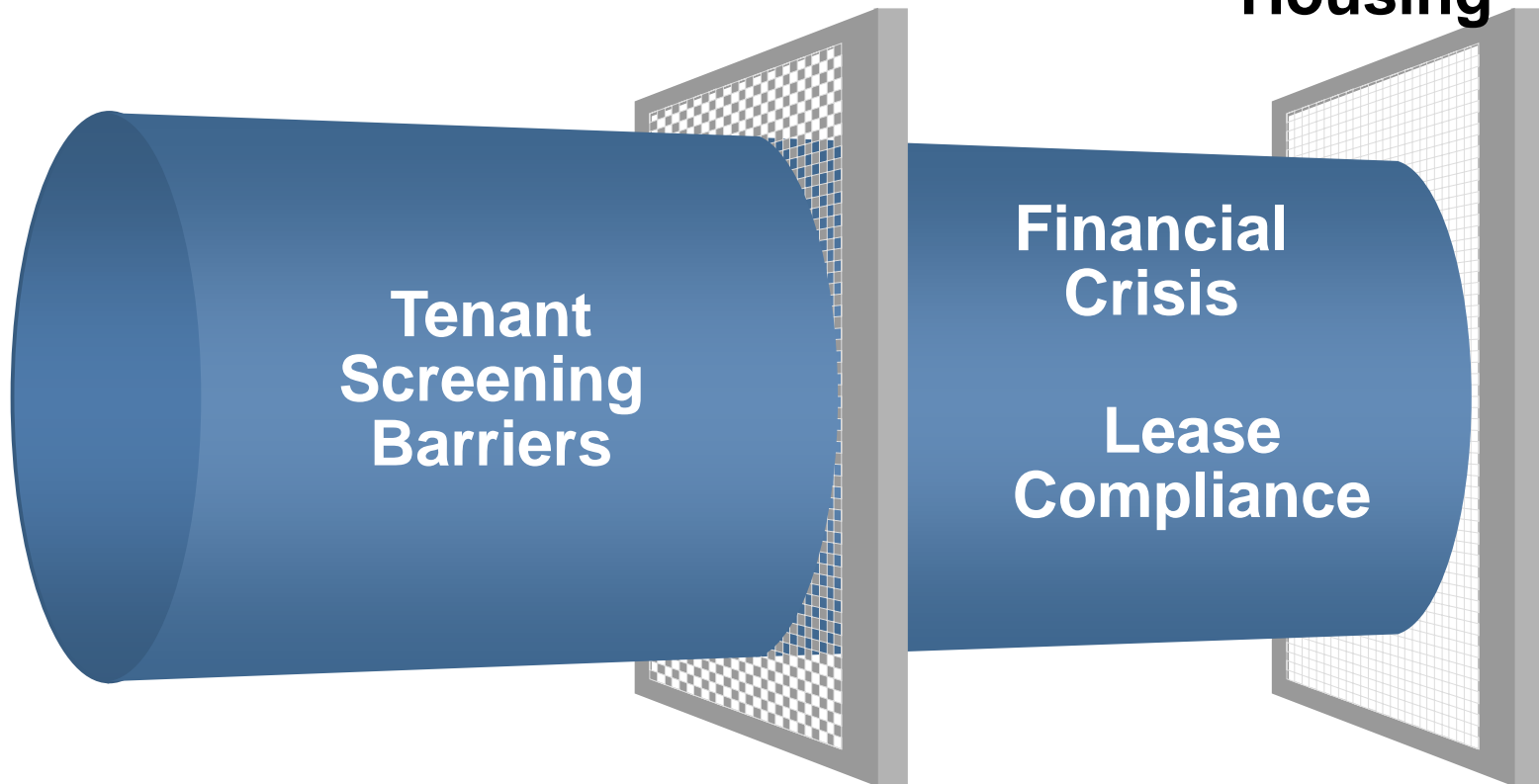
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The **Core Components** of Rapid Re-Housing help people **find** housing fast, **pay** for housing, and **stay** in housing.

# Barrier Assessment

**Obtain Housing**

**Maintain Housing**



# Activity

Identify Housing Barriers



# Things to Keep in Mind

- Households experiencing homelessness are not significantly different than other poor households
- Majority experience homelessness due to a financial or other crisis
- Prolonged exposure to homelessness has a significant negative impact on adults and children

Lunch

# Remember

## Rapid Re-Housing Does

- Reduces the length of time people experience homelessness
- Minimize the negative impact of homelessness on their lives
- Assist people to access resources that can help with long term goals – if they choose

## Rapid Re-Housing Does Not

- Eliminate poverty
- Assure people will have affordable housing
- Protect people from impact of life losses or bad choices
- Eliminate housing mobility

**HOUSED PEOPLE  
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# Core Components of Rapid Re-Housing

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Rent and Move-In Assistance (Financial)

Rapid Re-Housing Case Management and Services

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## FIND FAST HOUSING IDENTIFICATION



**Build** relationships with landlords to have access to as many housing units as possible.



**Find** and secure housing as quickly as possible after a person or family becomes homeless.

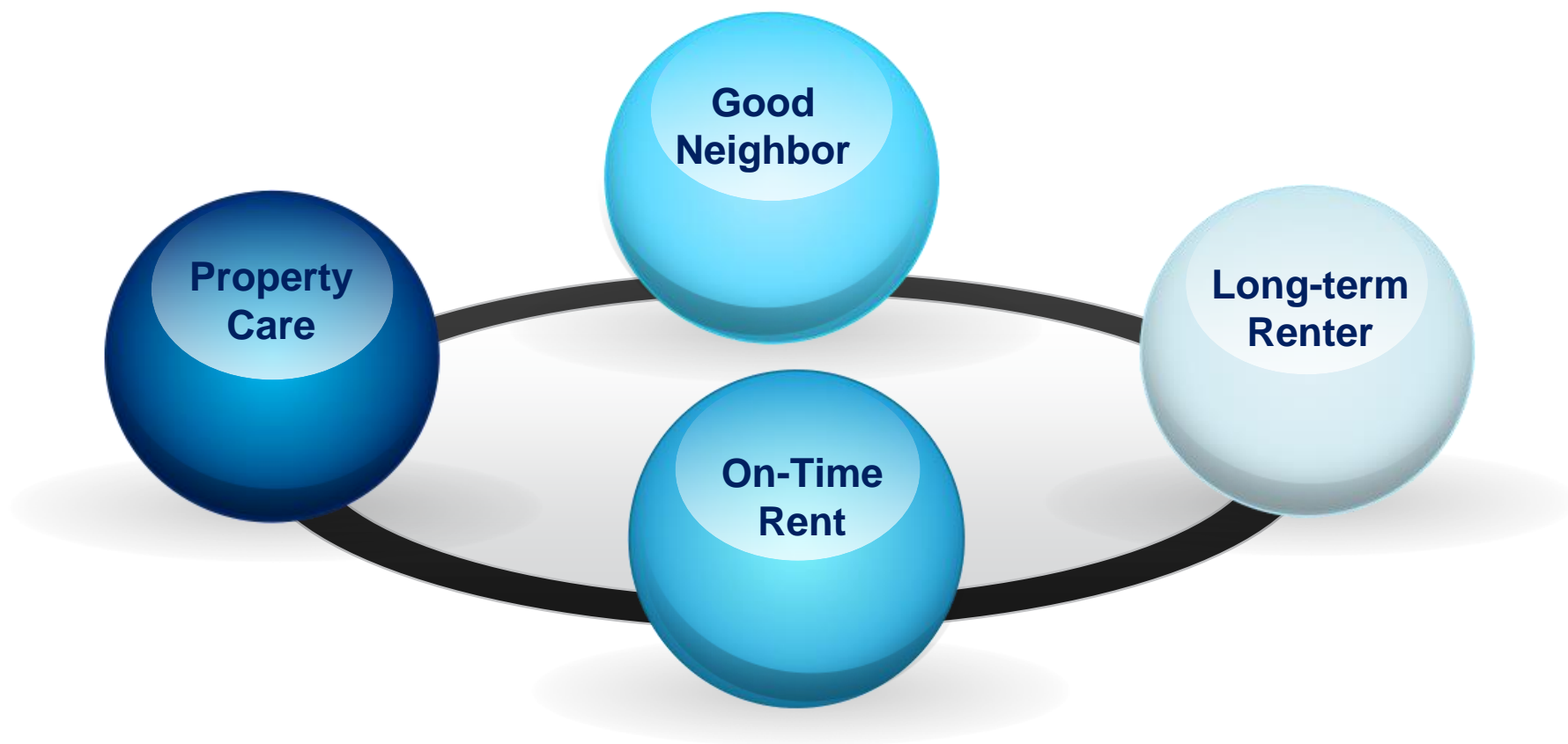


**Limit** the time a family or individual spends homeless. Move people into housing within **30 days or less**.

# Housing Identification Standards

- ❑ **Actively recruit and retain** landlords willing to rent to program participants who may otherwise fail to pass typical tenant screening criteria.
- ❑ Assist participants to secure housing that **can be maintained** after program exit.
- ❑ Help participants to secure **shared housing** including, including negotiating landlord approval, shared rent, etc.
- ❑ Help participants access **desirable units** (e.g. neighborhoods they want to live in, access to transportation, close to employment, safe).

# Four Things Landlords Want





# Leave no Stone Unturned

Diversify Your Methods for Outreach to Landlords



# Creativity is Key

- Be bold and realistic
- Shared housing can be a good solution
- Cut checks quickly



“ I tell my staff, ‘if  
you’re not talking  
about housing,  
you’re having the  
wrong  
conversation.’

# Activity

## Landlord Marking and Incentives



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## HELP PAY RENT AND MOVE-IN ASSISTANCE



... and/or rent and utilities.



Length of assistance varies, but often **4 to 6 months**.

# Rent and Move-In Assistance Standards

- ❑ Provide assistance necessary for participants to **move immediately out of homelessness and to stabilize** in permanent housing.
- ❑ Provide participants with the **minimum necessary** to maximize the number of households able to be served.
- ❑ Financial assistance is **not a standard “package”** and must be flexible enough to adjust to participants’ unique needs and resources, especially as participants’ financial circumstances or housing costs change.

# Rent and Move-In Assistance

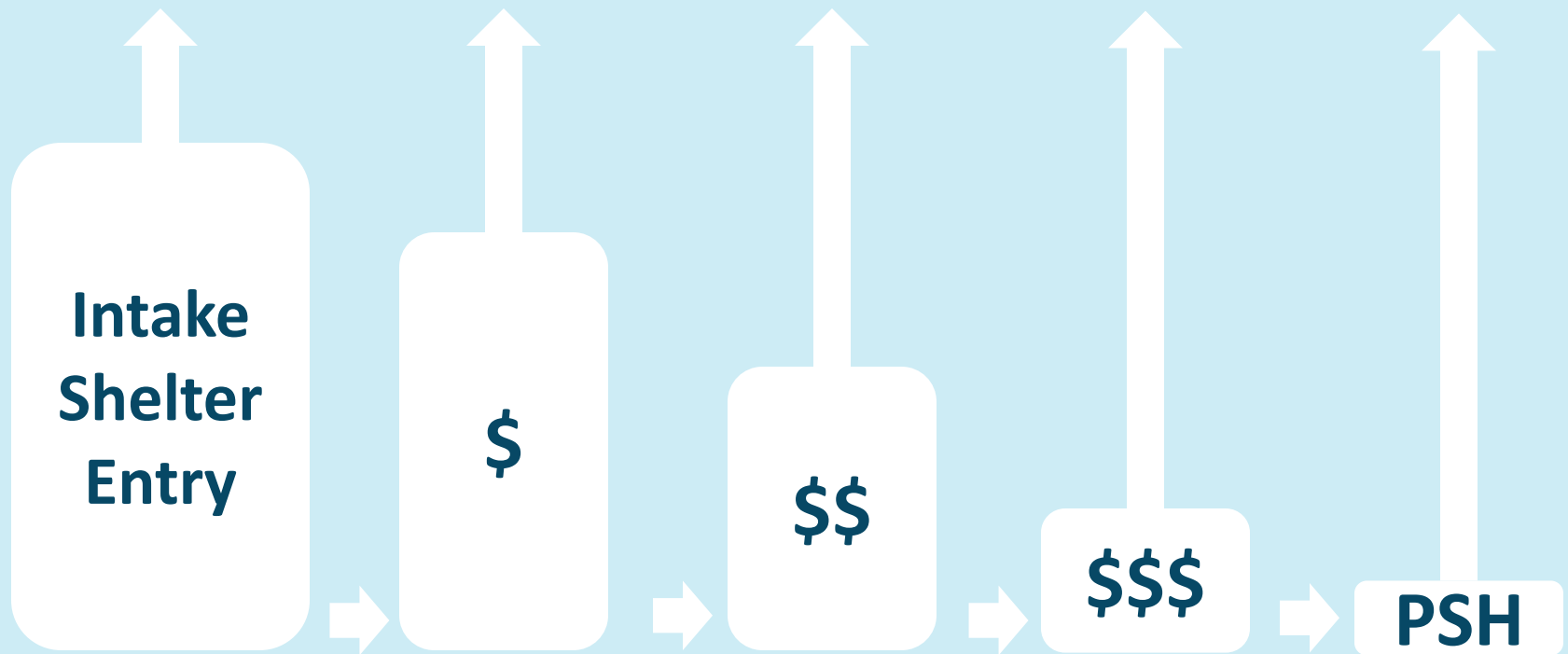
- Do not forget about consumer resiliency
- Financial assistance designed to pay for housing, not alleviate poverty
- Do not count on a permanent subsidy
- Progressive Engagement





# Progressive Engagement

## Permanent Housing



# Progressive Engagement Example

## Salt Lake City/County, Utah

- Targets all families in shelter or living on the streets
- Served 1,615 families 2009 - 2014
- Average time in rapid re-housing is 110 days
- Average amount spent per family is \$5,284 (includes financial assistance and all overhead costs)
  - \$4,137 of direct financial assistance
- LOS in shelter reduced from 71 days to 41 days
- As of 2013, 87% of families never returned to shelter

# Progressive Engagement Stability Conversation Guide

Is anyone staying  
with you who is  
not on the lease?

Do you think you  
can pay your rent  
next month?

Do you have any  
health issues that are  
going to interfere with  
your housing?

Are you receiving  
benefits or do you  
think you will soon?

Are you  
following  
your lease?

Do you have support  
from your family and  
friends?

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## HELP STAY RAPID RE-HOUSING CASE MANAGEMENT AND SERVICES

**Connect** families and individuals to services and supports in the community.

**Help** resolve issues that may threaten housing stability, including conflicts with landlords.



# Rapid Re-Housing Case Management and Services Standards

- ❑ Actively engage participants in **voluntary** case management and service participation.
- ❑ Case plans are focused on addressing **barriers to housing retention**
- ❑ Case plans summarize the steps both the case manager and the participant will take to achieve **the participant's immediate and short-term goals**.
- ❑ Case managers use a **strengths-based** approach empower clients.
- ❑ Help participants **build a support network** outside of program and connect with community resources and service options that continue beyond program's duration.

# Housing-Focused Services

Paying for my apartment	
How much rent do I pay each month?	
When is my rent due each month?	
Where do I send my rent payment?	
If the rent is late, is there a late fee? How much is the late fee?	
Rules for my apartment	
What are the rules about noise?	
What pets are allowed?	
Are there rules about housecleaning?	
Can the landlord enter my apartment?	
What are the rules about someone living with me?	

- Tenant responsibilities
- Living arrangements
- Healthy Boundaries
- Resourcefulness

“ If your services are meaningful to participants’ goals, they will choose engagement.

Staff Observation from the HomeFree rapid re-housing program in Portland, OR



# Voluntary Services

- Client decides when visits occur, not how often
- Identify and support household strengths
- Client identifies goals for how they will keep their housing



“ Before we tried to  
change people,  
now we support  
change in people.

Staff Member, the Road Home, Salt Lake City, UT

# Voluntary Services



# Program Design

# Staffing

## Housing Locator

- Understands the needs and concerns of landlords
- Identifies housing resources and recruits landlords
- Helps participants identify their housing needs
- Knowledgeable about landlord-tenant law



## Housing Stability Case Manager

- Provides case management during and after housing placement
- Links clients to mainstream and community resources for stabilization
- Helps client identify strengths to retain housing and behaviors that contribute to housing instability
- Home-based visits



# Outcomes and Data

- **Length of Stay:** Amount of time it takes to re-house participants, from homeless episode (entry into shelter system) to exit to permanent housing
- **Permanent Housing Exits:** percent of households who remain in permanent housing at exit date from the rapid re-housing program
- **Returns to Homelessness:** percent of households in permanent housing at exit who return to homelessness in 12 months of exit
- **Efficiency:** Program cost (including all program costs) per household served

# Activity

Create a Housing Plan

# Program vs. System



# System Considerations

## Questions to Ask

## Then

What interventions do we currently have?

Review housing inventory chart

How are our different interventions performing?

Review data on cost per intervention per permanent housing exit

Do we have the right mix of interventions?

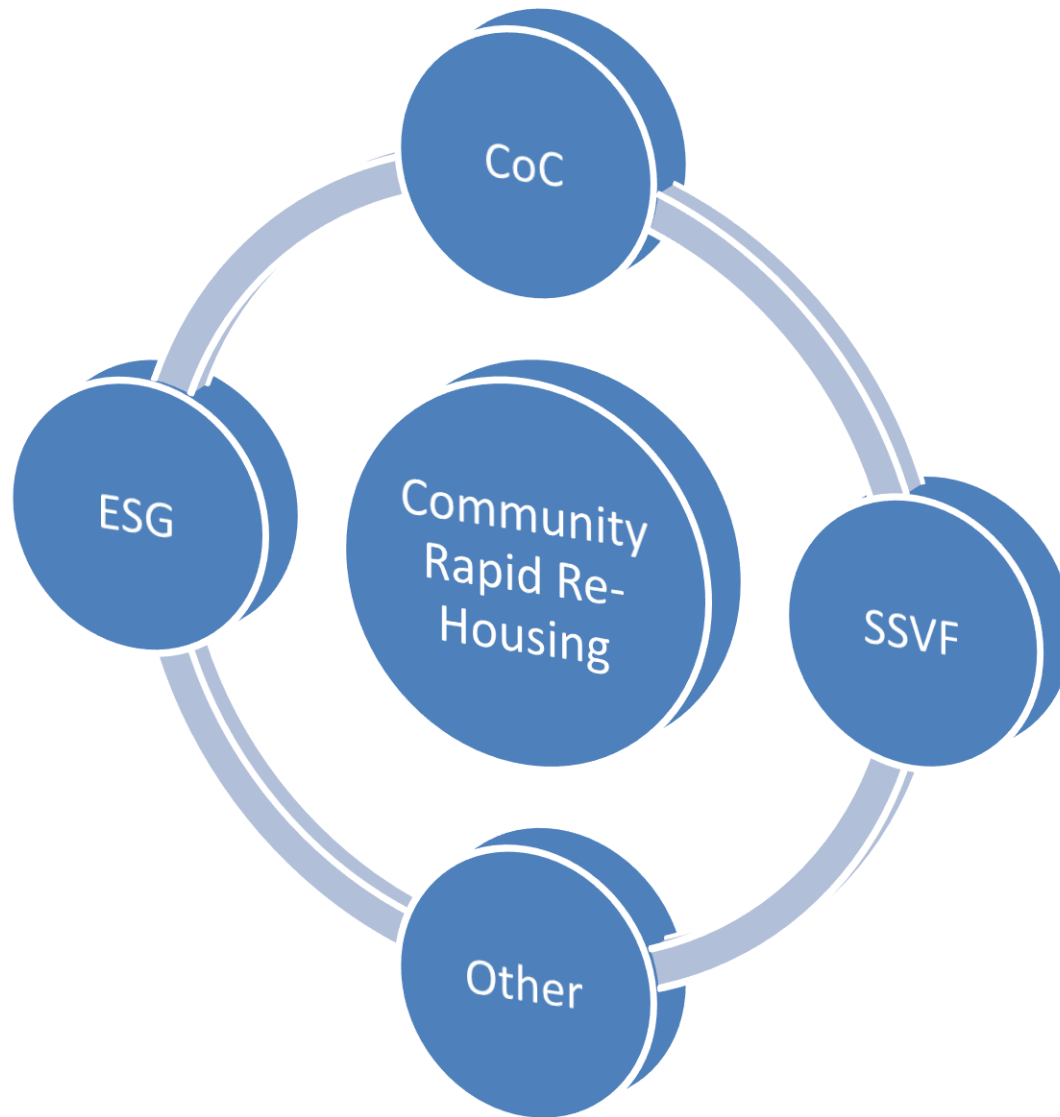
Reallocate to cost effective interventions with the goal of right-sizing

Are we using our resources wisely?

Prioritize households with the most need

Are we all working towards the same goal?

All interventions are housing focused



# Activity

Brainstorm Four **New** Resources to  
Expand Rapid Re-Housing

# Funding for Rapid Re-Housing

## Traditional Homelessness Funds

- ESG
- CoC

## Other Government

- TANF
- CDBG
- HOME
- Housing Trust Funds
- State/local (SHIP)
- EFSP (FEMA)
- SSVF

## Private/Other

- Foundations
- Faith
- Business/BID

# Become an advocate!

- You're the expert on the issue
- Policymakers will listen to you as their constituents
- Advocacy can help you achieve your mission by securing resources, improving policy, and bringing awareness to the issue

**Julie Klein**  
**Policy Outreach Associate**  
**National Alliance to End Homelessness**  
**[jklein@naeh.org](mailto:jklein@naeh.org)**

# Summary

- Rapid re-housing is not a program, it is a critical system intervention to end homelessness
- The Core Components of Rapid Re-Housing help people:
  - Find housing fast
  - Pay for housing in the short term
  - Stay in their housing

# Remember

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# What Now?

One thing that you will do  
differently in the next week





# Questions

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